

MEMBER



TAXICAB, LIMOUSINE
& PARATRANSIT ASSOCIATION

Representing taxicab, limousine, sedan, airport,
shuttle, paratransit, Medicaid, & non-emergency
medical fleets worldwide.

A TOAST TO US!!!

The Skal Board meeting was held on August 25 at the Embassy Suites. Following the meeting, the Director of Sales provided the attendees with a sitting area with wine, beer and snacks. After everyone was seated with drinks in hand, Stephanie Westfall, GM of the Fairfield Inn & Suites, was sitting directly across from Dennis OKeefe. Stephanie said, "I want to propose a toast to SuperShuttle because I love SuperShuttle! SuperShuttle has eliminated all my problems with airport transportation. I was considering purchasing a van. Now, thanks to SuperShuttle, I don't have to." Then everyone toasted loud and clear, "To SuperShuttle" followed by the usual clink of glasses.



Daylight Saving Time Ends

Standard time resumes on Nov. 1. Adjust your clocks back an hour until March 7, 2010, when DST resumes once more.

The Carrier

Pittsburgh Transportation Group

1825 Liverpool Street • Pittsburgh, PA 15233

Oct./Nov./Dec. 2009



Julie Armstrong, Nancy Szegedy, Liane Pavelka and Theresa Madden welcome the drivers!



Gene Lucente of the Priory and Roy Smith from Pittsburgh Hard Rock Cafe enjoy the day!

PTG'S ANNUAL DRIVERS BBQ

On September 2, PTG held its annual Drivers BBQ. Eighteen hospitality partners displayed information that the drivers could share with their passengers. They also donated great prizes for the attendees.

A special thanks to the Hard Rock Cafe, which provided the food for the BBQ.

Congratulations to everyone who won!

(See back page for the list of prize winners)



Taxi drivers Joe Hoyak, Darrell Lewis, Bill McNally and George McCary enjoy catching up!

THOUGHT FOR THE DAY

With so many angry people around right now, it's good to remember to: "Be kinder than necessary to everyone you meet, because everyone is fighting some sort of battle inside."



KUDOS TO:

Yellow Cab GM, Jerry Campolongo, from his new Canadian friends! A taxi rider wrote to Jerry commending him on his exceptional service. After learning of the service problems they had on their previous visit to Pittsburgh, Jerry took it upon himself to ensure these people had better service this trip. Gail Mitchell writes "Thank you, Jerry, for taking the time TO MAKE THE DIFFERENCE ... how refreshing to see great customer service." Kudos, Jerry!



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KUDOS KOLUMN

Yellow Cab Call Center Employee Jan Einloth from Manager Nancy Szegedy. “Jan has played a vital role in providing support for one of our business accounts, Logisticare. Jan has shown by example what it takes to be a dedicated and thoughtful employee!”

Shawn Leslie from a SuperShuttle customer who wrote: “I had the most wonderful experience on SuperShuttle. Our driver was the most professional and personable driver. Our vacation to Disney began on such a positive note thanks to Shawn. He pulled out a “Shark” book for my nephew and a “Mickey Mouse” book for my niece. Shawn is truly a fine example of Pittsburgh hospitality.”

Shuttle driver, Rick Jackson who was complimented by Pat Seiger from the YMCA of Greater Pittsburgh. She said: “Rick was terrific, on time, well mannered and very cooperative throughout the trip.” (Jamie, our CEO, is on the board of this organization.) Thank you, Rick!

To SuperShuttle driver Kevin McClain A SuperShuttle passenger wrote to say, “She is so impressed with Kevin she will be a loyal rider of SuperShuttle.” Kudos to Kevin!



KUDOS KOLUMN (CON'T)

Taxi driver Gene Gunn for exceptional service during the Society for the Study of Reproduction Meeting. The meeting planner wrote: “Gene provided incredible service to our organization.”

Reggie Green, Shuttle driver was complimented on his outstanding services during a July 18 wedding.

Taxi drivers Bill McNally and Gary for providing exceptional service and for being “first class gentlemen,” said a recent passenger.

Dave Fleming, Bob Kapp and Rich Astorino for transporting guests for the Covered Bridge festival in Washington County. The Tourism Promotion Agency said: “The shuttle service was a big hit, and I am sure we will continue it next year.”

To taxi driver Donald Berg. Donald was driving passenger Elizabeth and her girlfriends home and there was a car following them. After he dropped the girls off, Donald turned around and knocked on their door to check on them. Elizabeth said: “It is nice to know there are good people watching out for each other.”

Karl Pietrzal, Sr. Sales Director for VisitPittsburgh writes: “Embassy driver, Sheldon Abramovitz, got us everywhere we needed to be right on time. He was professional, informative, helpful ... just what I needed. Julie Hutchinson was so very helpful, providing me with the details the day before.”

Larry Dobbins, SuperShuttle for going above and beyond. Larry picked up a wheelchair passenger who was traveling with his wife and 2 children and took them to a homeless shelter. The shelter would not take the family in. Larry waited 4 hours with the family until Social Services showed up. When the Shelter still wouldn't take the family in, Larry took them to the Salvation Army, who also declined the family. Larry, on his own, took the family to a motel and made arrangements for the family.

Dispatcher, Jim Marak who did an outstanding job for Karen Thomas Kolber from Netroots Nation. Her group ordered a shuttle at the last minute, and she said she was “very grateful.”

Taxi Driver, John Talarico who received a \$25 reward for returning a passenger's cell phone!



PTG buses line up at PNC Park for the closing night event for the AFL-CIO Convention.

AFL-CIO CONVENTION

PTG provided all of the transportation for the AFL-CIO Convention September 13-17 in Pittsburgh. The AFL-CIO Meeting Planner wrote: "Thanks for everything your group did for us this week. To all of those who made the transportation happen flawlessly, thank you!" A special thanks to: Dennis O'Keefe, Jim Marak, Stephanie Broadus, Martin Pavlik, Mike Davilla, Eric Oatneal, John Fiore and Cliff Hartle. Also Brian Thomas and his staff for maintaining all the equipment, and all of the drivers who worked many hours to make the meeting a huge success!

PTG SERVICES FEDEX NATIONAL TRUCK DRIVING CHAMPIONSHIP

Pittsburgh Transportation Group wants to extend a special thank you to those involved in the FedEx service during the National Truck Driving Championships August 18-23. A special note from Rick Mason, Inventive Innovations, the meeting planner in charge of this group, said: "Thank you all for everything. The transportation went very well. A special thanks to Dennis and Julia for making things run smoothly. I look forward to working with PTG again soon."



AFL-CIO convention attendees board buses at the convention center for the various hotels downtown.

PTG DONATES TO HEIDI OVERMIER'S SON'S TRUST FUND

On August 4, 2009, Pittsburgh Transportation lost a dear friend, Heidi Overmier, in the tragic LA Fitness shooting. Heidi worked as a Sales Manager for Kennywood, a long time client of PTG. Below is a letter we received from Joe Barron, who works for Kennywood's Human Resource department.

"Thank you for your generous contribution to the Ian Overmier Trust Fund. Your kindness and generosity is greatly appreciated. Your contribution will provide a brighter future to this young man who tragically lost his mother at such a young age. The entire Kennywood family thanks you, as does Ian."

PTG's thoughts and prayers are with Ian Overmier and the rest of Heidi's family.

In Memory of

MICHAEL BROWN

Our sympathy to the family of taxi driver Michael Brown, 53, of Mt. Lebanon who after suffering a heart attack July 12, lost control of his cab and crashed into the on-ramp of the West End Bridge.

JOYCE KRILL

Joyce was with PTG for 20 years. She drove a shuttle bus for 3 years and was a 926 employee for 17.

On October 28, 2008, Joyce lost her battle with cancer. She is survived by two daughters. We extend our sympathy to her family.

HAPPENINGS



Happy Halloween

Ghosts, witches, ghouls and goblins will soon be popping up all around us, so beware! Have a safe and happy Halloween, everyone!



Happy Thanksgiving

It's time to give thanks for all the blessings we've enjoyed this past year. We hope your Thanksgiving is filled with happy memories. Enjoy the holiday!



Peace on Earth ...

And good will to all. May this holiday season be filled with joy and blessings for you and your family.



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AND MORE KUDOS:

To Rick Jackson, who drove meeting planners on a fam tour sponsored by VisitPittsburgh. Julie Stewart, Events Manager, wrote: "Our driver, Rich, was awesome. He did a terrific job for us."

To Dennis O'Keefe, Jim Marak, Stephanie Boradus and drivers Richare Todrick, Victor Klein, Nancy Sherba, Larry Patrick, Dennis O'Dell and taxi driver Glover Halsel from the AFL-CIO: "You were all fabulous to work with. To everyone who made our transportation happen flawlessly this week, Thank You."

PTG LANDS THE LARGEST G20 ACCOUNT

PTG was the winner of the largest G20 account available, the U.S. State Department. In addition, we serviced the Argentinian delegation, the BBC, the Turkish Ambassador, the staff of the Convention Center and the international delegation of the AFL-CIO.

Every piece of PTG charter and Embassy equipment was used, as well as many motorcoach buses from Anderson Coach. SuperShuttle vans and Yellow Cab were also busy.

Jamie Campolongo, President and CEO, stated: "To all the staff who so tirelessly worked to prepare and handle this event, thank you. This summer you have shown over and over again what you are capable of, first with the FedEx movement, next the AFL-CIO, and finally the G20. I am very proud to lead such a capable group."

CONGRATULATIONS TO THE WINNERS OF THE DRIVER BARBEQUE (Prizes donated by our hospitality partners and PTG)

- **Joseph Richardson:** Crown Plaza Pittsburgh South - Overstay w/breakfast for 2
- **Derrick Covinton:** Forbes Avenue Suites - Complimentary one night stay
- **T. Olatunji:** Gateway Clipper Fleet - Captain's Dinner Dance Cruise for 2
- **Gerald Krupp:** Laurel Highlands Visitors Bureau - Tote bag filled with gifts
- **C. Burkhardt:** National Aviary - Discount Coupons
- **Goldye Waskiewicz:** Pittsburgh Opera - 2 Opera tickets
- **Steven Deere:** Pittsburgh Zoo & PPG Aquarium - 4 admission passes
- **Mike Cavlovic:** PrimeOutlets/Grove City - \$25.00 Gift Card
- **Keisha Bryant:** Quality Inn and Suites Greentree - Complimentary one night stay and basket
- **Edward Smith:** Society of Contemporary Craft - \$5.00 Gift certificate
- **Charles Skarpic, Victor Klein, Mark Doman:** Steel Valley Avenues - Gift certificate for Soup/4 Ceramic pieces/other gift certificates
- **Jim Mullangh:** The Priory Hotel - Overnight stay
- **Frank Maron, Ray Wiefling, Livingston, Andrew Smith, Twanda Dyer, George McCarey, Lanny Ostrogly, Daniel Jones, Rhonda Fulton Brown, C. Coddington, Edward Smith, William Grim:** \$50.00 Fuel/Food Giant Eagle Cards
- **Flo Kress, K.J. 5132 driver & Leonard Robinson:** \$75.00 lease credit
- **Ed Carter 818:** Supershuttle lease credit
- **Lawrence Williams:** Steelers Tickets
- **Donna Davis, Tressa Wilson:** Kennywood Tickets
- **Bill Jackman, Vince Manno:** Pirates tickets and gift bag
- **James Thornhauer:** Bulgarian Macedonian gift certificate